

CORRIGENDUM 1 - CLARIFICATIONS FOR PRE-BID QUERIES

Dated: 22nd Dec 2020

RFP for selection of an In-House e-Content Design and Development Agency for Online Capacity Building Programme on Cyber Law, Cybercrime Investigation and Digital Forensics through Learning Management System (LMS)

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1.	25	10.1	Summary of Scope of Work	The bidder is required to provide the list of SMEs to NeGD and get it formally approved by the „Content Validation Committee“ of NeGD.	Can you please share the desired qualifications you need in a SME?	It is clarified that - "To the extent of Online Capacity Building Programme on Cyber Laws, Cybercrime Investigations and Digital Forensics, list of SMEs will be provided by NeGD's partner NLIU Bhopal "
2.	28	10.2.3	Workflow for creation of e-Content	Any subject can be converted into a VR environment where the learner goes through and gets to experience a simulated world.	Please elaborate on the point 'any subject can be converted into VR environment'	It is clarified that - "Any subject can be converted into a VR environment where the learner goes through and gets to experience a simulated world.

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						Approx. 10% of the e-content is envisaged to be converted into VR environment."
3	10	5.1.4.3	Earnest Money Deposit	Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000/- (Rupees Five Lakhs) only, in the form of a Demand Draft or Bank Guarantee (in the format specified in Annexure2: Form 1) issued by any nationalized bank in name of Digital India Corporation – NeGD, payable at New Delhi, and should be valid for 12 months from the last date of submission of RFP. In case of any extension in the last date of submission of RFP, the validity of EMDs submitted by bidders also needs to be extended accordingly	Are MSME organizations exempted from submitting the EMD?	It is clarified that - Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000/- (Rupees Five Lakhs) only, in the form of a Demand Draft or Bank Guarantee (in the format specified in Annexure2: Form 1) issued by any nationalized bank in name of Digital India Corporation – NeGD, payable at New Delhi, and should be valid for 12 months from the last date of submission of RFP except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. In case of any extension in the

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						last date of submission of RFP, the validity of EMDs submitted by bidders also needs to be extended accordingly.
4	16	6.1.2	Pre-Qualification Criteria	<p>Projects of similar nature of e-content development for e-learning in last 3 years At-least 1 project with cost >= 80 Lakhs OR At-least 2 projects with cost >= 50 and < 80 Lakhs OR At-least 3 projects with cost >= 40 and < 50 Lakhs In case of on-going projects, bidder must have achieved the milestone or completed the phase for delivering e-Content.</p>	Can we provide all the relevant work orders and invoices? We do not get any completion certificate from the client.	<p>Documents to be submitted against the clause It is clarified that</p> <p>"Work Order + Completion Certificates from the client; OR Work Order + Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client OR Work Orders + Invoices"</p>
5	25	10.1	Summary of Scope of Work	In addition to the creation of new e-Content, the e-CDDA team shall also be responsible for redesigning of the existing e-Content as per the requirements of NeGD. This	Our understanding is that NeGD will provide the SMEs? Please confirm.	Please refer to the clarification at point 1 of this document

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				process shall require revision and redesigning of existing content with Subject Matter Experts (SMEs). The bidder is required to provide the list of SMEs to NeGD and get it formally approved by the „Content Validation Committee“ of NeGD. Redesigning the existing content may be in respect of, but not limited only to, duration, content, levels, outcomes etc.		
6	15	6.1.2	Pre-Qualification Criteria	The Bidder should be an agency operating in the field of e-content development for e-learning or equivalent business in India at least for the last three financial years excluding the current financial year.	Through this RFP, NeGD intends to develop content in the domain of Cyber Security, Digital Forensics and Cyber Laws. As part of the RFP, NeGD has asked for relevant experience in the field of e-learning content creation. However, in addition to the experience in field of content creation, NeGD should also ask for relevant experience in the field of Cyber Security, Digital Forensics and Cyber Laws. Therefore request you to please modify the clause as below: The Bidder should be an	Please refer Page no. 17, Point 4 & 5, section 6.1.3 Technical Qualification Criteria

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					agency operating in the field of developing learning content in the field of Cyber Security and Digital Forensics in India at least for the last three financial years excluding the current financial year.	
7	15	6.1.2	Pre-Qualification Criteria	The Bidder should have average annual revenue turnover of minimum Rs. 5 Crores from e-content development for e-learning or equivalent business for each of the last three financial years (FY 2017-18, 2018-19 & FY 2019-20). In case, the financial accounts of year 2019-20 are not audited, then bidder must declare that and submit the provisional statements signed by statutory auditor.	Since the project requires Subject Matter Expertise as well as e-learning content creation experience. Request you to please allow consortium between two parties - one with subject matter expertise and other with e-learning content creation experience to deliver this project successfully.	Please refer to the clarification at point 1 of this document
8	15	6.1.2	Pre-Qualification Criteria	The Bidder must not have been blacklisted/ debarred/ suspended/banned by any Ministry/ Department of State or Central Governments/PSUs in last 3 years.	Request you to please delete this clause.	Due to inadvertent typographical errors, the clause already mentioned at point 3 "Business Operations" of the section may be read in place for point 4 "Similar Project Experience": Pre-qualification Projects of similar

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						<p>nature of e-content development for e-learning in last 3 years At-least 1 project with cost >= 80 Lakhs OR At-least 2 projects with cost >= 50 and < 80 Lakhs OR At-least 3 projects with cost >= 40 and < 50 Lakhs In case of on-going projects, bidder must have achieved the milestone or completed the phase for delivering e-Content</p> <p>Documents to be submitted Work Order + Completion Certificates from the client;</p> <p>OR Work Order + Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate</p>

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						from the client Similar nature of work means e-content development / E-learning modules in different sectors/ E-content in Cybercrime and Cyber security
9	16	6.1.2	Pre-Qualification Criteria	The Bidder must have at least 20 Professionals on its Payroll as on date of submission of bids with capability in e-content development for e-learning or equivalent	We request to include strength of Subject Matter Experts also in this criteria. Please modify the clause as: The Bidder must have at least 10 Professionals on its Payroll as on date of submission of bids with capability in e-content development for e-learning or equivalent And The Bidder must have at least 10 Professionals on its Payroll as on date of submission of bids with capability in the domain of Cyber Security, Digital Forensics and Cyber Laws	Please refer to the clarification at point 1 of this document
10	17	6.1.3	6.1.3 Technical Qualification Criteria	CVs of proposed team (refer format provided at Annexure 2: Form 4)	Please include profile requirements of Subject Matter expert in the	Please refer to the clarification at point 1 of this document

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				<p>Allocation of marks will be average score of all resources. The score on each resource will be calculated as per the formula given below.</p> <p>Level Weightage * relevant experience in years.</p> <p>Team Hierarchical Level Weightage (Indicative):</p> <p>Project Manager: 5(Minimum 1 Resource)</p> <p>Instruction Designer: 4(Minimum 2 Resource)</p> <p>Developer/Programmer: 3(Minimum 2 Resource)</p> <p>Voiceover Artist(Min 1 Resource)</p> <p>Video Editor and others: 2(Minimum 2 Resource)</p> <p>Relevant experience marks:</p> <p>>=1 year and <2 -> 5</p> <p>>=2 years and <3 ->10</p> <p>>=3 years and <4 -> 15</p> <p>>=4 years ->20</p>	domain of Cyber Security, Digital Forensics and Cyber Law also, which will be required to deliver the project successfully.	
11	5	3.2	Project Information	The Cyber Forensic lab will be setup for hands on training which will be well equipped with all the software and tools required.	Please provide more clarification about the software and tools used in the lab setup.	Please refer the expected outcomes under the clause
12	25	10.1	Scope of Work	In addition to the creation of new e-Content, the e-CDDA team shall also be responsible for redesigning of the existing e-Content as per the requirements of NeGD. This	Please apprise on the current content formats that require revision? Example: PFD, SCORM Package, etc.	Please refer 10.4 Technical Requirements at Page 35 of the RFP

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				process shall require revision and redesigning of existing content with Subject Matter Experts (SMEs).		
13	25	10.1	Scope of Work	The bidder is required to provide the list of SMEs to NeGD and get it formally approved by the „Content Validation Committee“ of NeGD. Redesigning the existing content may be in respect of, but not limited only to, duration, content, levels, outcomes etc.	Should the bidder seek SMEs from government agencies who would have worked in government universities or the government sector? Does NeGD expect this as a criteria? Kindly clarify.	Please refer to the clarification at point 1 of this document
14	27	10.2.2 xiii	Designing of e-Content	Use authoring tools such as: HTML5/XML etc.	In addition to HTML5/XML, multiple authoring tools are used as standard development tools such as Articulate storyline/Adobe Captivate/ispring as they enhance the learning experience effectively, produce high quality and multi-screen accessibility of eLearning contents. and in shorter development time. Would this be acceptable to NeGD? Or should only HTML 5 mode is to be considered?	Please refer the clause 10.6 Infrastructure Requirements (Indicative) at Page 41 of the RFP
15	28	10.2.3	Workflow for creation of e-Content	Any subject can be converted into a VR environment where the learner goes through and	Would the e-CDDA team guide us to identify the specific topic/s in each	Please refer to the clause 10.2.1 Content Identification at Page

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				gets to experience a simulated world.	module that can be considered for AR/VR/MR development? Please clarify.	25 of the RFP
16	29	10.2.3	Workflow for creation of e-Content	Step VII: Preparation of Online Assessments	Should the assessment module be a separate SCORM package? For each of the eLearning module developed on any topic? Please confirm.	Please refer to the clause 10.1 Summary of Scope of Work at page 26 of the RFP
17	41	10.6	Infrastructure Requirements (Indicative)	e-CDDA shall be responsible for procuring and maintaining all the hardware and software required for developing e-Content as per the requirements mentioned in this RFP. Below is the minimum infrastructure required for the e-Content development	Kindly clarify, if this implies that e-CDDA will procure/purchase the hardware and software tools used for e-learning development and all the infrastructure will be provided to the developing agency and to its workforce who will be positioned/operating from the E-CDDA premises?	Please refer to the clause 10.6 Infrastructure Requirements (Indicative) at Page 41 of the RFP. BYOD (Bring your own device) model for execution of Project
18	10	5.1.4.3	Earnest Money Deposit (EMD)	Bidders shall submit, along with their Bids, EMD of Rs. 5,00,000/- (Rupees Five Lakhs) only, in the form of a Demand Draft or Bank Guarantee (in the format specified in Annexure2: Form 1) issued by any nationalized bank in name of Digital India Corporation - NeGD, payable at New Delhi, and should be valid for 12	We are registered with MSME, Kindly allow the EMD Exemption	Please refer to the clause section 4 eligibility criteria at Page no. 7 of the RFP,

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				months from the last date of submission of RFP. In case of any extension in the last date of submission of RFP, the validity of EMDs submitted by bidders also needs to be extended accordingly.		
19	17	6.1.3	Technical Qualification Criteria	No. of e-Learning, e-Content development or equivalent projects in area of cyber-crime, Cyber Law, Cyber Security law enforcement, Crime Investigation or Similar Domains	We have no experience of Cyber-Crime, Cyber Law, Cyber Security law enforcement, crime investigation, we have e learning , e-content development or equivalent projects in area of education. Kindly allow us in the same domain.	Please refer Technical Qualification criteria at Pg 17.
20	11	5.1.4.5	Authentication of Bids	A letter of authorization shall be supported by a written power-of-attorney accompanying the bid		It is clarified that : A letter of authorization shall be supported by Board resolution or a written power-of-attorney accompanying the bid Board resolution OR Power of attorney with appropriate supporting documents
21	50	Annexure 1: Form 1	Checklist for Submission of Response	7. DPIIT and MSME exemption certificate for Startup		It is clarified that - 7. DPIIT certificate for Startup 8. MSME exemption